

TERMS & CONDITIONS

BOOKING

FOLLOWING AN ONLINE OR TELEPHONE INQUIRY, AFTER ASSETS HAVE BEEN RECEIVED AND A PRICE AGREED BY BOTH PARTIES, WE WILL CREATE A 30 SECOND VIDEO SAMPLE FOR APPROVAL BEFORE CONTINUING. AT THE APPROVAL STAGE WE WILL TAKE A 50% DEPOSIT OF THE TOTAL, BY EITHER BANK TRANSFER OR PAYPAL. AFTER THE DEPOSIT HAS BEEN TAKEN, A FULL VERSION OF THE VIDEO WILL BE MADE FOR APPROVAL. YOU WILL RECEIVE ONE SET OF CHANGES, ANY FURTHER CHANGES **WILL BE MADE** AT AN AGREED AMOUNT BY BOTH PARTIES. AT THIS STAGE WE WILL INVOICE FOR THE REMAINING 50%.

PAYMENT

DEPOSITS AND FULL AMOUNTS MUST BE PAID WITHIN 30 DAYS FROM THE INVOICE DATE, BY EITHER BANK TRANSFER OR PAYPAL. WE RESERVE THE RIGHT TO WITHOLD VIDEO MASTERS UNTIL PAYMENT IS RECEIVED. IF PAYMENT IS NOT RECEIVED WITHIN 30 DAYS, YOU WILL BE CHARGED A DAILY INTEREST RATE OF 8% OF THE TOTAL.

PROJECT OVER-RUN

IF A PROJECT REASONBLY OVER-RUNS DUE TO CHANGES BEING MADE OR OTHER FACTORS, THERE MAY BE AN EXTRA CHARGE, WHICH WILL BE AGREED ON BY BOTH PARTIES. WE CAN NOT GUARANTEE FINAL MASTERS WILL BE DELIVERED ON THE AGREED DELIVERY DATE, DUE TO RENDER AND TRANSFER TIMES, BUT WE WILL ALWAYS ENDEAVOR TO DO SO.

TRAVEL & ACCOMMODATION EXPENSES

WHEN TRAVEL IS INVOLVED, ALL TRAVEL AND ACCOMODATION COSTS MUST BE COVERED BY THE CLIENT. THIS INCLUDES TRAVEL TO/FROM AN AIRPORT/TRAIN STATION.

PROJECT BACKUPS

WE WILL ARCHIVE ALL PROJECT FILES ONCE A PROJECT IS COMPLETE, FOR A TIME OF 1 YEAR. WE CANNOT INSURE FUTURE INTEGRITY OF THESE BACKUPS IF THEY NEED TO BE ACCESSED. IF ANY EQUIPMENT IS DAMAGED BY YOU DURING A PROJECT, WE MAY ASK YOU TO REPLACE IT.